

Apator Powogaz S.A. Information Notice for participants in the customer satisfaction survey

Pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation, hereinafter: the Regulation) Apator Powogaz S.A. provides the following information:

Data Controller	Apator Powogaz S.A. Jaryszki 1C, 62-023 Żerniki
Contact details of the Data Controller	You can contact the Data Controller: • in person • by email: sekretariat.powogaz@apator.com • by telephone: +48 61 841 81 01 • in writing: Jaryszki 1C, 62-023 Żerniki
Data Protection Officer	A Data Protection Officer has been appointed at Apator Powogaz S.A. and can be contacted: • in writing to the Controller's address, • by email: iod@apator.com The Data Protection Officer may be contacted regarding all matters relating to the processing of personal data and the exercise of rights under the Regulation.
Categories of data	The Controller processes, in particular, the following categories of your data: • identification data (e.g. first name and surname, job title, company name), • contact details (e.g. email address), • information regarding participation in the satisfaction survey and the responses provided in the questionnaire.
Source of data	The Controller obtains your data directly from you, from the organisation you represent, or in connection with commercial cooperation, the handling of complaints or the provision of services.
Purposes of processing and legal basis for processing	Personal data is used to conduct a customer satisfaction survey, assess the quality of our working relationship, the quality of products and services, analyse the quality of customer service, and improve customer service processes. The Controller sends invitations to take part in the satisfaction survey using the contact details obtained in connection with the provision of services, customer service or the handling of complaints. The legal basis for processing is the Controller's legitimate interest in monitoring and improving the quality of the services provided (Article 6(1)(f) of the GDPR).
Period for which the data will be stored	Survey results will be retained for the period necessary to fulfil the purpose of the customer satisfaction survey and to prepare analyses and reports on the quality of service, but for no longer than 24 months or until a valid objection to the processing of data is lodged or the purpose of the processing ceases to apply.
Recipients of the data	For the purposes set out above, your personal data may be disclosed by the Controller to entities authorised to receive personal data under the relevant legal provisions, to entities providing the Controller with ICT or technical services, legal or advisory services, and to other entities processing personal data on behalf of the Controller pursuant to data processing agreements. Your data may be disclosed to entities within the Apator Group. The Controller uses the Survio platform for conducting surveys, the provider of which may process data on behalf of the Controller as a data processor.
Profiling and automated decision-making	Your personal data will not be processed by automated means, including profiling.
Rights of the data subject	In accordance with the Regulation, you have the right to: 1) obtain confirmation as to whether your data is being processed by the Controller, as well as the right to access your data (Article 15 of the Regulation), 2) to have your data rectified and completed (Article 16 of the Regulation), 3) erase your data (Article 17 of the Regulation), 4) request the restriction of the processing of your data (Article 18 of the Regulation). You have the right to object at any time – on grounds relating to your particular situation – to the processing of your data for the purposes of the Controller's legitimate interests. In such a case, the Controller may continue to process the data provided that it demonstrates compelling legitimate grounds for the processing which override your interests, rights and freedoms, or grounds for the establishment, exercise or defence of legal claims (Article 21(1) of the Regulation). You also have the right to lodge a complaint with the President of the Office for Personal Data Protection if you suspect that the processing of your personal data infringes data protection legislation.
Transfer of data to a third country or an international organisation	As a general rule, your personal data will not be transferred outside the European Economic Area (hereinafter 'EEA'). However, in view of the services provided by the Controller's subcontractors in connection with the provision of support for telecommunications and IT services and IT infrastructure, the Controller may commission recognised subcontractors operating outside the EEA to carry out specific IT activities or tasks, which may result in your data being transferred outside the EEA. Individual countries outside the EEA, within whose territory your personal data will be processed, ensure, in accordance with the European Commission's decision, an adequate level of protection of personal data in line with EEA standards. However, in the event that your personal data is processed in countries for which the European Commission has not determined an adequate level of protection, the Controller enters into agreements with the recipients of your personal data to ensure an adequate level of

	protection. The agreements referred to above are based on the standard contractual clauses issued by the European Commission in accordance with Article 46(2)(c) of the GDPR. A copy of the standard contractual clauses referred to above may be obtained from the Controller. The method used by the Controller to safeguard your data complies with the principles set out in Chapter V of the GDPR. Accordingly, you may request further information about the safeguards applied in this regard, obtain a copy of these safeguards and information on where they are made available.
Completing the questionnaire is voluntary; however, failure to participate will prevent your views from being included in the satisfaction survey.	